

W.01751A-11-0331

ORIGINAL



0000130103

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 227-2222

Fax: (602) 227-2222

Priority: Respond Within Five Days

Opinion No. 2011 - 99437

Date: 9/26/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Ben & Pauline** **Bennett**

Account Name: Ben & Pauline Bennett

Home: (000) 000-0000
Arizona Corporation Commission

Street:

Work:

DOCKETED

City: Bullhead City

CBR:

State: AZ Zip:

is:

SEP 28 2011

Utility Company: **Katherine Resort Water Company**

DOCKETED BY

Division: Water

Contact Name:

Contact Phone: (615)

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: Docket No. W-01751A-11-0331

Sept. 14, 2011

Steven M. Olea, Director Arizona Corporation Commission
1200 W. Washington St..
Phoenix, Arizona 85007

Dear Sir,

We are writing to you in response to Katherine Resort Water Company's application for a rate increase. The area in question is a land-locked residential street outside Bullhead City consisting of approximately 40 lots and surrounded by Lake Mead National Park.

We are upset for the amount of increase. The increase almost doubles from the current rate of \$3.00 to \$5.00. The current rate we pay is already high for water we cannot drink. For years we have bought bottled water and have invested in a reverse osmosis water system. We also have a water softener which we have to keep a warranty on as the water is so bad we are constantly having it serviced.

We have had broken pipes in ceiling several time and have had to replace toilets due to water stains. The water is brown quite often.

The water system has been neglected, unreliable and undrinkable ever since we have lived here, which is almost eighteen years.

We hope you examine all request closely.

RECEIVED
2011 SEP 28 P 12:37
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you for your attention to this matter.

Sincerely,

Ben & Pauline Bennett

Bullhead City, Az.

cc: Katherine Resort Water Company

1

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/26/2011

Opinion No. 2011 - 99437
